

# WoodWorks® Ceiling and Wall Solutions

## One (1) Year Limited Warranty

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**EFFECTIVE MAY 2011**

Please read the following terms carefully, as they are affected by the installation conditions. Armstrong World Industries does not assume nor does it authorize any person to assume or extend on its behalf any other warranty obligation or liability. This express warranty constitutes the entire obligation of Armstrong World Industries, Inc. and there are no other warranties expressed or implied, including any warranty of merchantability or fitness for any purpose whatsoever.

Armstrong® WoodWorks® ceiling and wall panels and WoodWorks® custom suspension systems are warranted to be free from defects in materials or factory workmanship for one year from the date of installation (except for obvious defects in materials or factory workmanship, of which Armstrong World Industries must be notified within 30 days of the date of shipment to the customer). (For WoodWorks ceiling panels installed on standard suspension systems, refer to the relevant grid warranty for Commercial Suspension Systems.)

This limited warranty is subject to further conditions listed below.

All Armstrong World Industries limited warranties are subject to use under normal conditions. Abnormal Conditions include exposure to chemical fumes, vibrations, presence of standing water, moisture coming into direct contact with the ceiling, such as could result from building leaks or condensation, excessive humidity, excessive dust or dirt buildup.

### **What will Armstrong World Industries do?**

Subject to confirmation by Armstrong World Industries of such product failure, Armstrong will deliver, at Armstrong's expense, F.O.B., to the place of installation, new product, of the same or similar type and grade, in an amount equal to that which is determined to be defective.

### **What does this warranty not cover?**

Damage which may occur from vibrations, fire, water, chemical fumes, freezing temperature, accident or any form of abuse, or exposure to Abnormal Conditions is not covered by this warranty. If subject to Abnormal Conditions, the product should be removed immediately and replaced once the conditions of installation are normal. The growth of mold is not covered by this warranty nor is it the responsibility of Armstrong World Industries. All products should be maintained to avoid excessive dirt or dust buildup or the presence of excessive moisture that would provide a medium for microbial growth.

This warranty does not extend to sagging or warping or to variations in color, texture, or grain, which are due to natural variation in the characteristics of the wood or veneers; or changes in color or fading resulting from direct exposure to sunlight or partial exposure to a light source; any failure or defect caused by the material becoming either overly dry or moist, such as may result by placement of panels directly facing air vents or radiant heat source, or failure to seal full cut edges in accordance with Armstrong World Industries' installation instructions.

THIS EXPRESS WARRANTY CONSTITUTES THE ENTIRE OBLIGATION OF ARMSTRONG WORLD INDUSTRIES AND THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PURPOSE WHATSOEVER. LIABILITY IS LIMITED TO THAT SET FORTH BELOW AND ARMSTRONG WORLD INDUSTRIES SHALL IN NO EVENT BE LIABLE FOR ANY INSTALLATION OR REMOVAL COST OR FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR PERSONAL INJURY.

### **Warranty Conditions**

Prior to installation, the panels and/or suspension system must be kept clean and dry in an environment that is continuously between the temperature and relative humidity levels set out below and not subject to any Abnormal Conditions. To ensure that the ceiling or wall panels have stabilized to the current building conditions prior to their installation, the panels must be placed in an environmentally stable building location for a minimum of 72 hours. Remove plastic wrap to allow panels to acclimatize.

Installation of the products shall be carried out where the temperature is between 50°F (10°C) and 86°F (30°C), and relative humidity levels maintained between 25% RH and 55% RH. These temperature and humidity conditions must be met throughout the lifetime of the warranty. It is necessary for the area to be enclosed and for the HVAC systems to be functioning and in continuous operation. All wet work (plastering, concrete, etc.) must be complete and dry. These products cannot be used in exterior applications.

All Armstrong World Industries products shall be installed in accordance with written Armstrong® WoodWorks® installation instructions and/or approved shop drawings in effect at the time of installation, as well as customary Ceilings and Interior Systems Contractors Association (CISCA) practices. Armstrong World Industries shall have no responsibility for defective processing or alteration to the products by others after shipment. Any additional mounting parts such as lighting or ventilation facilities shall be suspended separately or supported securely by



the substructure in accordance with Armstrong World Industries installation instructions.

**How do you get service?**

You must notify Armstrong World Industries of any product failure covered by this warranty within 30 days of first observation of failure by writing to the following address: Armstrong World Industries, Inc., P.O. Box 3001, Lancaster, PA 17604, or call us at 1 877 276-7876. Reference to Armstrong in this section shall mean, for the United States, Armstrong World Industries, Inc., P.O. Box 3001, Lancaster, PA 17604; and shall mean, for Canada: Armstrong World Industries, Canada, Ltd., 255 Montpelier blvd., Saint-Laurent, Montreal, Quebec, H4N 2G3.

**How does state law apply?**

This warranty gives you specific legal rights and you may also have other rights, which vary from state to state. Some jurisdictions do not allow exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the limitation or exclusion herein may not apply to you.

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